

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	1	10/624160	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S2	388	715/771.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S3	522	714/46.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/23 10:56
S4	110624	(error fault mistake wrong miscalculation erroneous incorrect) near (correct\$3 right amend\$3 straight\$3)	US-PGPUB; USPAT	OR	ON	2007/10/28 10:04
S5	131701	(edit\$3 amend\$3 modify modified modification modifying revise revising alter\$3 chang\$3 delet\$3) near (order\$3 purchas\$3 subscription option deal\$3 docket charge voucher point\$1of\$1sale sale bid\$3 agreement)	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S6	134	S5 with S4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S7	4	("2003/0079028").URPN.	USPAT	OR	ON	2007/10/22 15:51

## EAST Search History

S8	126	( "20010048738" "20010049737" "20020054587" "20020118671" "20020168055" "20030007621" "20030161459" "20030200321" "20040199624" "20040243708" "20050114794" "20050114794" "4232199" "4266098" "4296463" "4429188" "4611094" "4611096" "4788718" "4860347" "4878240" "4897866" "4899373" "5054055" "5109408" "5200995" "5222125" "5241588" "5247571" "5294229" "5333185" "5337351" "5345380" "5353331" "5396546" "5398220" "5404396" "5436957" "5438568" "5444768" "5448631" "5463682" "5467388" "5469500" "5479487" "5483582" "5533102" "5544320" "5548566" "5550909" "5572583" "5579384" "5583564" "5592541" "5615252" "5625676" "5629978" "5642410" "5655013" "5657451" "5680446" "5687212" "5696815" "5740438" "5742668" "5751707" "5754636" "5758351" "5764748" "5787237" "5790173" "5796073" "5796806" "5802159" "5805587" "5822419" "5864613" "5867562" "5870549" "5881144" "5892822" "5915008" "5917817" "5920618" "5933490" "5933778" "5937050" "5940488" "5946381" "5958016" "5982774" "5982870" "5999611" "6028917" "6032184" "6038296" "6058175" "6097802" "6104799" "6115040" "6118780" "6125126" "6134310" "6160877" "6161128" "6167122" "6173437" "6192118" "6195678" "6195697" "6212561" "6233330" "6240441" "6246751" "6246756" "6259449" "6263064" "6304641" "6317484" "6320948" "6330598" "6337899" "6445694" "6453164" "6463145" "6529596" "6549619" "6574661" "6584444" "6631186" "6631416" "6640239" "6662221" "6671365" "6678827" "6728238" "6748439" "6931115").PN.	USPAT	OR	ON	2007/10/22 15:51
S9	52244	(business commerc\$3 market) near (phone telephone call online on-line e\$1 electronic)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51

## EAST Search History

S10	6	S5 same S4 and S9	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S11	44	379/9.06.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S12	42	verizon.as. and (service near order)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S13	4	("6188757" "6208642" "6731731" "6748067").PN.	USPAT	OR	ON	2007/10/22 15:51
S14	57	("4577072"   "4656651"   "4707848"   "4941165"   "4953195"   "5001740"   "5012511"   "5018184"   "5073919"   "5086461"   "5222125"   "5247571"   "5416833"   "5467388"   "5491742").PN. OR ("5619562"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S15	180	verizon.as. and ((telephon\$1 phone service number) near (disconnect\$3 connect\$3 transfer\$3))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S16	2571	(interface GUI (control adj panel) (operator near controller) controller (control near board)) same (((sale communication) near (agent representative assistant)) (help adj desk) (help adj representative) ((customer sale) adj (support assistan\$2)))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S17	3370	(telephon\$1 near service) with (disconnect\$3 connect\$3 transfer\$3)	USPAT	OR	ON	2007/10/22 15:51
S18	2620	S17 and (GUI interface (graphical adj user adj interface))	USPAT	OR	ON	2007/10/22 15:51
S19	6	10/164065	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51

## EAST Search History

S20	132	("20010048738"   "20010049737"   "20020054587"   "20020168055"   "20030007621"   "20030076941"   "20030079028"   "20030161459"   "20030200321"   "20040199624"   "20040243708"   "20050114794"   "4232199"   "4296463"   "4429188"   "4611094"   "4611096"   "4788718"   "4860347"   "4878240"   "4897866"   "4899373"   "5054055"   "5109408"   "5200995"   "5222125"   "5241588"   "5247571"   "5294229"   "5333185"   "5337351"   "5345380"   "5353331"   "5396546"   "5398220"   "5404396"   "5436957"   "5438568"   "5444768"   "5448631"   "5463682"   "5467388"   "5469500"   "5479487"   "5533102"   "5544320"   "5548566"   "5550909"   "5572583"   "5579384"   "5583564"   "5592541"   "5615252"   "5625676"   "5629978"   "5642410"   "5655013"   "5657451"   "5680446"   "5687212"   "5696815"   "5740438"   "5742668"   "5751707"   "5754636"   "5758351"   "5764748"   "5787237"   "5790173"   "5796806"   "5796950"   "5799073"   "5802157"   "5802159"   "5805587"   "5822419"   "5864613"   "5867562"   "5870549"   "5881144"   "5892822"   "5915008"   "5917817"   "5920618"   "5933490"   "5933778"   "5937050"   "5940488"   "5946381"   "5958016"   "5982774"   "5982870"   "5999611"   "6028917"   "6032184"   "6038296"   "6058175"   "6058178"   "6097802"   "6104799"   "6115040"   "6118780"   "6125126"   "6134310"   "6160877"   "6161128"   "6167122"   "6173437"   "6192118"   "6195678"   "6195697"   "6212561"   "6233330"   "6240441"   "6246751"   "6246756"   "6259449"   "6263064"   "6317484"   "6320948"   "6330598").PN. OR ("6337899"   "6445694"   "6463145"   "6529596"   "6574661"   "6631186"   "6631416"   "6640239"   "6662221"   "6678827"   "6748439").PN. OR ("7103165").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
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## EAST Search History

S21	112	("4984155"   "5473679"   "5475746"   "5485511"   "5544236"   "5629978"   "5631954"   "5657446"   "5668857"   "5687224"   "5696809"   "5751802"   "5761288"   "5778178"   "5790173"   "5790648"   "5799285"   "5838682"   "5845267"   "5850433"   "5884032").PN. OR ("6031904").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S22	19	("5661790"   "5774870"   "5796953"   "5917817"   "5991543"   "6002671"   "6023502"   "6031904"   "6192109").PN. OR ("6507870").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S23	15	("5953392"   "5958016"   "5974449"   "6012088"   "6014437"   "6028917"   "6078581"   "6104800"   "6259692").PN. OR ("6529596").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S24	15	("5434777"   "5742816"   "5748974"   "5895464"   "6038561"   "6446081"   "6510406"   "6578022"   "6601026"   "6745161").PN. OR ("6910003").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S25	15364	telephon\$1 near service	USPAT	OR	ON	2007/10/22 15:51
S26	209	S17 and (GUI interface (graphical adj user adj interface)) and S5	USPAT	OR	ON	2007/10/22 15:51
S27	47	S26 and S9	USPAT	OR	ON	2007/10/22 15:51
S28	64	("5673322"   "5802320"   "5805587"   "5812640"   "5818919"   "5832506"   "5838682"   "5838768").PN. OR ("5917817").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S29	15	verizon.as. and (operator near (control panel board interface))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S30	3	09/938922	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51

## EAST Search History

S31	132	( "4266098" "4446334" "4625079" "4674115" "4817133" "4845743" "4860347" "4893335" "4924496" "4937854" "0485013" "5029196" "5048076" "5056132" "5062133" "5109405" "5127045" "5157712" "5220599" "5228077" "5228080" "5276731" "5347574" "5351289" "5361295" "5388150" "5394445" "5414756" "5452346" "5467385" "5467388" "5490205" "5497413" "5497414" "5528669" "5528680" "5546448" "5550900" "5553123" "5563935" "5572572" "5600711" "5602908" "5604791" "5604797" "5610970" "5623537" "5631951" "5633920" "5644629" "5651053" "5657378" "5659602" "5673299" "5724408" "5748709" "5751760" "5768356" "5781613" "5812648" "5822416" "5835727" "5841838" "5875241" "5881134" "5887139" "5898769" "5901209" "5922047" "5923739" "5930700" "5946381" "5991367" "5995603" "6012088" "6031904" "6044148" "6052442" "6061686" "6091808" "6104791" "6128382" "6134320" "6137871" "6160877" "6181781" "6185283" "6198812" "6212261" "6229878" "6233323" "6233330" "6236717" "6243461" "6249575" "6252944" "6253075" "6256319" "6256389" "6259449" "6259779" "6266400" "6282275" "6285364" "6289064" "6298122" "6324263" "6327347" "6330314" "6332085" "6333973" "6353660" "6353663" "6359970" "6370141" "6400614" "6418211" "6442249" "6445694" "6456706" "6456715" "6457038" "6473788" "6480586" "6480890" "6483898" "6483906" "6493432" "6496692" "6501837" "6510209" "6775273").PN.	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S32	10	( "20030008635"   "20030045266"   "5430719"   "5754634"   "5917817"   "5953398"   "6058170"   "6161134"   "6487401"   "6493547").PN. OR ("6937710").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S33	19	09/050986	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51

## EAST Search History

S34	65	("5574779"   "5629978"   "5703940"   "5712903").PN. OR ("6161128").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S35	16	S5 same S16	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S36	13	("4799156"   "5666493"   "5758329"   "6016504"   "6067525").PN. OR ("6539386").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S37	9	(interface GUI (control adj panel) (operator near controller) controller (control near board)) same (customer adj help adj desk)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S38	55	transfer\$3 near (function button) same ((telecommunication telephone phone) near service)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S39	933	((service near order) ((telecommunication telephone phone) near service)) same ((service sale) near (operator representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S40	21	S39 and verizon.as.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S41	19	("4620066"   "4797910"   "4797911"   "4922519"   "5163083"   "5181237"   "5210789"   "5309504"   "5361295"   "5559878"   "5621729"   "5703943"   "5901209"   "5974135"   "5987115"   "6064874").PN. OR ("6480598").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S42	58	verizon.as. and ((service sale) near (operator representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51

## EAST Search History

S43	6	verizon.as. and ((troubleshoot trouble) near (ticket service order))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S44	9	(telephone phone telecommunication) near service same transfer\$3 same (new near (place house home location))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S45	13	("5390239" "5898761" "5923671" "6005873" "6084874" "6160808" "H001175").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S46	22	(telephone phone telecommunication) near line same transfer\$3 same (new near (place house home location))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S47	45	("5752042" "5761380" "5771354" "5822565" "5852722" "5963743" "5991543" "5999740" "6038379" "6151643" "6167383" "6167567" "6256668" "6301612" "6484315" "6487547" "6587869" "6745239" "6760708" "6910076" "6912552" "6985876").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S48	6	("4812843"   "5163086"   "5384831"   "5621787"   "5724664"   "5883943").PN. OR ("6253071").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S49	83642	(on\$1site site location field home house) near (install\$5 work)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S50	4367	(option function control button) same S49 same (require\$1 need\$2 neccessary)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51

## EAST Search History

S51	479	(service install\$5 perform\$4) near date and ((troubleshoot trouble service) near (ticket order job))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S52	5590	(service install\$5 perform\$4) near date	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S53	38	(option function control button) same S49 same (require\$1 need\$2 neccessary) and S52	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S54	3	09/874535	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S55	48	verizon.as. and ((troubleshoot trouble service) near (ticket order))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S56	3	bellsouth.as. and (service near order and error).clm.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S57	15172	(option function control button) same S49	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S58	469	(service install\$5 perform\$4) near date and ((troubleshoot trouble service) near (ticket order))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S59	113	("5528677"   "5751802").PN. OR ("5881131").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51

## EAST Search History

S60	20	("4972453"   "5455856"   "5644619"   "5682421"   "5687212"   "5790631"   "5790634"   "5859895"   "5875242"   "5881131"   "5903372"   "5920846"   "5953389"   "6002502"   "6097515"   "6266395"   "6587851"   "6614882"   "6735293").PN. OR ("6961415").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S61	32	("4972453" "5455856" "5644619" "5682421" "5687212" "5790631" "5790634" "5859895" "5875242" "5881131" "5953389" "6002502" "6097515" "6266395" "6587851" "6614882").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S62	49	("5262938" "5455856" "6292830" "20050022069" "6226514" "6226514" "6240186" "6507870" "7020654" "20020007321" "20020055878" "20060173754" "5548640" "5421986" "4551845" "4771185" "4880994" "6430711" "5808894" "5979604" "6012048" "6233609" "4392119" "4763191" "4797913" "4992940" "5023904" "5289371" "5345501" "5416833" "5465291" "5485369" "5491742" "5508977" "5619562" "5631827" "5644619" "5644630" "5664110" "5687212" "5721826" "5724424" "5761432" "5790634" "5790633" "5812986" "5852809" "5881131" "5897625" "5898765" ).pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51
S63	21159	customer adj service	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51
S64	87	S63 and verizon.as.	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51
S65	20	S64 and (service adj order)	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51

## EAST Search History

S66	10	(service adj order) same (GUI UI (user near interface)) and (service near operator)	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51
S67	110624	(error fault mistake wrong. miscalculation erroneous incorrect) near (correct\$3 right amend\$3 straight\$3)	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S68	131701	(edit\$3 amend\$3 modify modified modification modifying revise revising alter\$3 chang\$3 delet\$3) near (order\$3 purchas\$3 subscription option deal\$3 docket charge voucher point\$1of\$1sale sale bid\$3 agreement)	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S69	360	S68 same S67	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S70	5003	((service work repair) near order) and (GUI UI (user near interface)) and (operator representative provider)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S71	5	S69 and S70	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S72	360	S69 and S68	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S73	142	S69 and (telecommunication phone telephone)	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S74	355	S72 not S71	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51

## EAST Search History

S75	137	S73 and S74	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S76	2	"6859783".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S77	2	"6961415".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S78	19	("5012511"   "5241588"   "5247571"   "5475732"   "5572583"   "5592530"   "5881132"   "6081590"   "6122255"   "6169793"   "6195714"   "6226289").PN. OR ("6650633").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S79	11	("20020013728" "20020156683" "2 0030083944" "5666493" "5696906"  "5884284" "5924077" "6317490" " 6337901" "6519571" "6597772"). PN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S80	1046	((call near center) or (CRM or (customer near relationship near management)) or (customer near management near system)) and ((repair work service utility) near order)	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S81	921	S80 and (telecommunication phone telephone)	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S82	111	S81 and ((customer servicer) near (provider operator))	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S83	73	S82 and (GUI UI (user near interface))	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S84	392	705/412.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51

## EAST Search History

S85	1	S80 and S84	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S86	58	S73 and (GUI UI (user near interface))	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S87	16	("20010054064" "20030043180" "20030126206" "20030154120" "20030187672" "20030195811" "20050075115" "5740245" "5983369" "6070185" "6163772" "6175652" "6330243" "6370563" "6907447" "6999990").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51
S88	1	S86 and ((customer servicer) near (provider operator))	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S89	3	S80 and S69	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S90	2	10/366674	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S91	2986	(service adj order) and (interface) and management	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51
S92	2363	(service adj order) and (GUI UI (user near interface))	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51
S93	239	(service adj order) same (GUI UI (user near interface))	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51
S94	20	("4972453"   "5455856"   "5644619"   "5682421"   "5687212"   "5790631"   "5790634"   "5859895"   "5875242"   "5881131"   "5903372"   "5920846"   "5953389"   "6002502"   "6097515"   "6266395"   "6587851"   "6614882"   "6735293").PN. OR ("6961415").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51

## EAST Search History

S95	8	("20010048449" "20010054064" "20020130904" "20030043180" "20030187672" "5983369" "6175652" "699990").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S96	114	("4346442"   "4422459"   "4684980"   "4695880"   "4754426"   "4761684"   "5019900"   "5089885"   "5166976"   "5185794"   "5202929"   "5206722"   "5220501"   "5243647"   "5251324"   "5267312"   "5280572"   "5283819"   "5287270"   "5291477"   "5291554"   "5303229"   "5311325"   "5319455"   "5321541"   "5325290"   "5347632"   "5359642"   "5592551"   "5696906"   "5727055").PN. OR ("5884284"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S97	2	("6792395" "6968291").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 15:51
S98	84	("3914560"   "3963876"   "4017695"   "4132863"   "4277655"   "4467148"   "4670902"   "4766606"   "4922514"   "4961218"   "5052039"   "5086462"   "5218635"   "5255317"   "5416833"   "5491742"   "5528660"   "5588051"   "5615121"   "5640505"   "5644619"   "5687212"   "5751802").PN. OR ("5920846"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S99	122246	(error fault mistake wrong miscalculation erroneous incorrect) near (detect\$3 discover\$3 sens\$3)	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S10 0	19	("4922514"   "5467268"   "5491742"   "5590269"   "5615121"   "5623404"   "5644619"   "5682421"   "5737728"   "5790634"   "5913201"   "5920846"   "5953389"   "5963911"   "6345281"   "6349238"   "6370231"   "6587851"   "6640101").PN. OR ("7117160").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51

## EAST Search History

S10 1	65	("4232199"   "4782517"   "4782519"   "5012511"   "5086461"   "5195124"   "5222125"   "5416833"   "5465294"   "5473679"   "5509060"   "5528677").PN. OR ("5644619").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S10 2	17	S101 and S99	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S10 3	2	"6735293".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 15:51
S10 4	1	S103 and ((customer servicer) near (provider operator))	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S10 5	1047	S99 and (service near order)	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S10 6	759	S105 and (phone telecommunication telephone)	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S10 7	389	S106 and (GUI interface (graphical adj user adj interface))	USPAT	OR	ON	2007/10/22 15:51
S10 8	15	S107 and ((customer servicer) near (provider operator))	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S10 9	1	S104 and S108	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S11 0	84	("3914560"   "3963876"   "4017695"   "4132863"   "4277655"   "4467148"   "4670902"   "4766606"   "4922514"   "4961218"   "5052039"   "5086462"   "5218635"   "5255317"   "5416833"   "5491742"   "5528660"   "5588051"   "5615121"   "5640505"   "5644619"   "5687212"   "5751802").PN. OR ("5920846").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51

## EAST Search History

S11 1	29	(US-20050286695-\$ or US-20010048738-\$ or US-20060173754-\$ or US-20030228011-\$ or US-20030041133-\$ or US-20030079028-\$).did. or (US-7107223-\$ or US-5920846-\$ or US-5917817-\$ or US-6161128-\$ or US-6539386-\$ or US-7099447-\$ or US-6977998-\$ or US-6882718-\$ or US-6253071-\$ or US-6910003-\$ or US-6529596-\$ or US-6847704-\$ or US-6507870-\$ or US-6961415-\$ or US-6650633-\$ or US-6480598-\$ or US-5808894-\$ or US-5884284-\$ or US-6249578-\$ or US-5644619-\$ or US-6411935-\$ or US-6349238-\$ or US-6980959-\$).did.	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S11 2	24	("4232199"   "4782519"   "4951196"   "5012511"   "5086461"   "5222125"   "5283887"   "5416833"   "5491742"   "5528667"   "5557780"   "5644619"   "5794206"   "5794234"   "5870394").PN. OR ("6411935"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S11 3	15	S99 same (service adj order)	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S11 4	20	S99 same (service near order)	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S11 5	15	S114 and (phone telecommunication telephone)	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S11 6	20	("4972453"   "5455856"   "5644619"   "5682421"   "5687212"   "5790631"   "5790634"   "5859895"   "5875242"   "5881131"   "5903372"   "5920846"   "5953389"   "6002502"   "6097515"   "6266395"   "6587851"   "6614882"   "6735293").PN. OR ("6961415").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S11 7	23	("4972453"   "5455856"   "5644619"   "5682421"   "5687212"   "5790631"   "5790634"   "5859895"   "5875242"   "5881131"   "5903372"   "5920846"   "5953389"   "6002502"   "6097515"   "6266395"   "6587851"   "6614882").PN. OR ("6735293"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51

## EAST Search History

S11 8	47	("5168515"   "5748896"   "5754639"   "5774668"   "5825869"   "5828747"   "5892946"   "5923892"   "6014700"   "6044368"   "6078586"   "6085030"   "6101616"   "6134530"   "6182109"   "6266406"   "6295353"   "6321323"   "6327355"   "6330326"   "6360266"   "6363411"   "6366657"   "6393481"   "6418461"   "6430600"   "6453038"   "6564270"   "6628769").PN. OR ("6779030").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S11 9	7	S107 and S111	US-PGPUB; USPAT	OR	ON	2007/10/22 15:51
S12 0	26	("5233534"   "5870545"   "5903877"   "6058334"   "6073109"   "6115640").PN. OR ("6349238"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 15:51
S12 1	112	(service near error) with (correct\$3 modify\$3 modified modification edit\$4 chang\$3)	US-PGPUB; USPAT	OR	ON	2007/10/23 11:14
S12 2	28	("20010002130"   "20020046229"   "20020060690"   "20020095523"   "20020120886"   "20020135582"   "20020138637"   "20020138701"   "20020138707"   "20020156993"   "20030009651"   "20030055984"   "20030071840"   "20030074650"   "20040123188"   "20040260685"   "5490278"   "5560030"   "5689722"   "5692193"   "5887186"   "5978831"   "6128724"   "6381659"   "6480818"   "6526491"   "6559854"   "6966015").PN. OR ("7146529").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/22 17:22
S12 3	1	"20060136573"	DERWENT	OR	ON	2007/10/22 17:22
S12 4	1	2004-295849.NRAN.	DERWENT	OR	ON	2007/10/22 17:22
S12 5	16	("20010054064" "20030043180" "2 0030126206" "20030154120" "2003 0187672" "20030195811" "2005007 5115" "5740245" "5983369" "60701 85" "6163772" "6175652" "6330243 " "6370563" "6907447" "6999990"). PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; IBM_TDB	OR	ON	2007/10/22 17:26

## EAST Search History

S12 6	61046	data near (irregular irregularity error abnormal)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/23 10:57
S12 7	781	(service near order) with (correct\$3 modify\$3 modified modification edit\$4 chang\$3)	US-PGPUB; USPAT	OR	ON	2007/10/23 11:14
S12 8	43	S126 and S127	US-PGPUB; USPAT	OR	ON	2007/10/23 11:14
S12 9	61	("4845739"   "5012511"   "5086461"   "5095505"   "5222120"   "5222125"   "5288976"   "5311583"   "5329578"   "5345501"   "5377186"   "5392342"   "5394463"   "5416833"   "5422940"   "5430791"   "5475746"   "5479495"   "5509060"   "5541983"   "5544236").PN. OR ("5751802"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/23 12:07
S13 0	78	379/9.03.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/23 12:08
S13 1	25	S130 and (service near order)	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/23 12:09
S13 2	1	"6845148".pn.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/23 12:09
S13 3	11	("5790633"   "5953389"   "6353902"   "6446123"   "6614882").PN. OR ("6845148"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/23 12:10
S13 4	31	("4754409"   "5200893"   "5371807"   "5414752"   "5432948"   "5442690"   "5446653"   "5640587"   "5687212"   "5754737"   "5790633"   "5790634"   "5881131"   "5920846"   "5953389"   "6006242"   "6295542").PN. OR ("6493694").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/23 12:27
S13 5	53	S130 not S131	US-PGPUB; USPAT; USOCR	OR	ON	2007/10/23 12:31
S13 6	3	correct\$3 with server with order with error	DERWENT; IBM_TDB	OR	ON	2007/10/23 12:31

## EAST Search History

S13 7	578	(correct\$3 modify\$3 updat\$3) with (service near order)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/23 13:26
S13 8	189	S137 same (customer client subscriber)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/23 13:24
S13 9	137676	error near detect\$3	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/23 13:25
S14 0	7	S138 and S139	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/23 13:25
S14 1	9	S137.ti.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/23 13:26
S14 2	1	2005-150713.NRAN.	DERWENT	OR	ON	2007/10/23 13:26
S14 3	1	2003-327390.NRAN.	DERWENT	OR	ON	2007/10/23 13:28
S14 4	132759	(error fault mistake wrong miscalculation erroneous incorrect) near (detect\$3 determin\$3)	US-PGPUB; USPAT	OR	ON	2007/10/28 10:04
S14 5	563	((telecommunication phone service) near order) with (implement\$3 monitor\$3)	US-PGPUB; USPAT	OR	ON	2007/10/28 10:05
S14 7	82	S144 and S145	US-PGPUB; USPAT	OR	ON	2007/10/28 12:51
S14 8	1	"20020181685"	US-PGPUB; USPAT	OR	ON	2007/10/28 12:51